

Registering For Citizen Self Service For Plan Review



This document outlines the steps required to register as a Citizen account through Citizen Self Service. Additional steps will be listed to assist with recovering usernames and passwords.

FOR NEW CITIZEN SETUP

Navigate to <https://egov.columbiacountyga.gov/css/>



In the top-right corner of the webpage, click the button to navigate to the login menu

Click the 'Register for new account' on the bottom of the login box. A new window will open. Complete the form using the table on the next page

Sign-in

https://tylerauth.columbi

tyler identity
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Username

Password

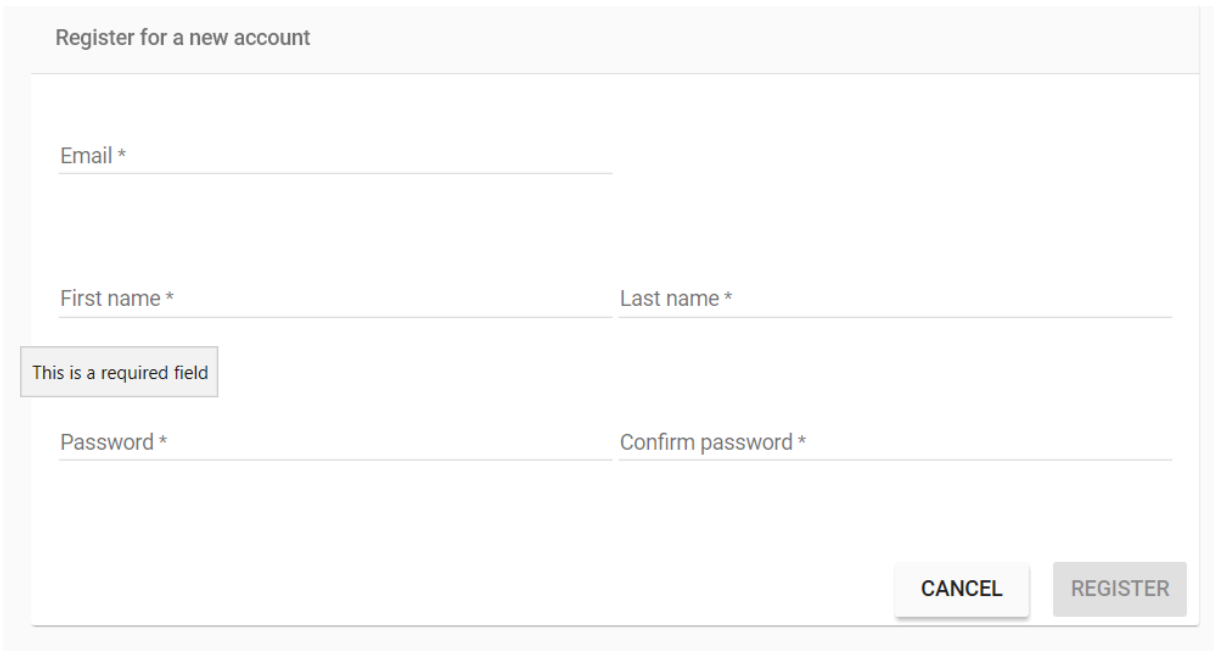
Register for a new account

SIGN IN

Forgot password?

REGISTER

Clicking '[Register for a new account](#)' will take you to the registration page below



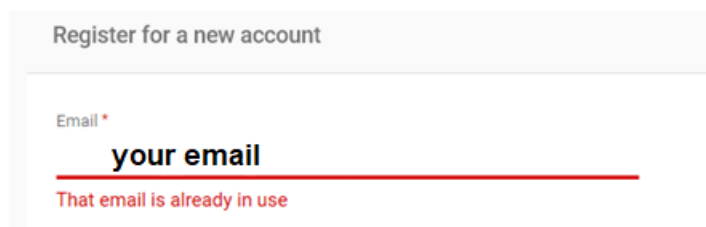
The registration form is titled "Register for a new account". It contains the following fields and elements:

- Email ***: A text input field.
- First name ***: A text input field.
- Last name ***: A text input field.
- Password ***: A text input field.
- Confirm password ***: A text input field.
- Validation Message**: A grey box with the text "This is a required field" is positioned over the First name field.
- Buttons**: "CANCEL" and "REGISTER" buttons are located at the bottom right of the form.

Enter your information in the fields provided, then click REGISTER.

(Password must be between 8 and 30 characters in length, contain an uppercase letter, number and special character)

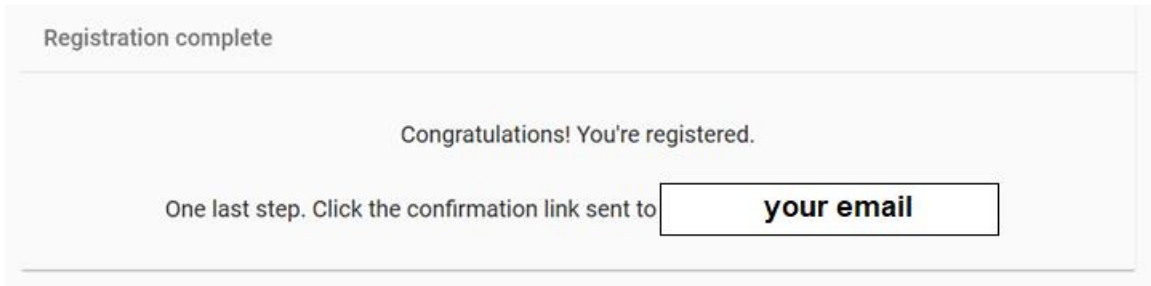
Note: If you get the following message, navigate back to the login page to login. If you forgot your password, click the [Forgot password?](#) link on the tyler identity menu



This image shows the registration form with an error message:

- Title**: "Register for a new account"
- Field**: "Email *"
- Input**: "your email"
- Error Message**: "That email is already in use" (displayed in red text below the input field)

Upon entering your information and clicking REGISTER, if the information provided is valid, you will be prompted with the new page below



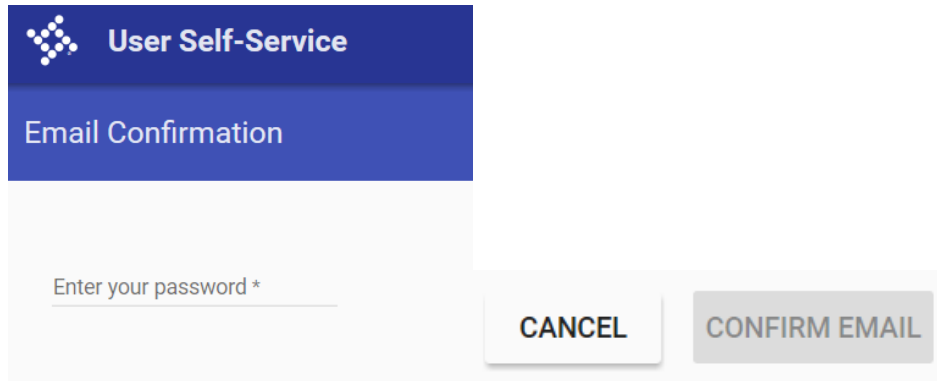
Registration complete

Congratulations! You're registered.

One last step. Click the confirmation link sent to **your email**

Please allow some time for the confirmation email to be sent to the email address you provided. The email will be from noreply@columbiacountyga.gov and the Subject line will read **[Tyler Identity] Account Created**.

Within the email, there will be a link you need to click in order to confirm your email address. Clicking the link will take you to the following page



User Self-Service

Email Confirmation

Enter your password *

CANCEL CONFIRM EMAIL

Enter the password you provided in the setup process and click CONFIRM EMAIL. A page will open that says "Thank you for confirming your email. Click [here](#) to sign in." You are now able to login.

SUBMIT A PLAN FOR REVIEW

Once you can log in to CSS, you should be able to submit a plan using a link on the login screen. There is a link at the bottom of the screen entitled “Plan Submission Form”.



Welcome to Citizen Self Service

Announcements

Thank you for using Citizen Self Service. Please reach out if you have any questions. Our contacts are:

Building Permits/inspections
permits@columbiacountyga.gov
706-868-3420

Plan Review
planreview@columbiacountyga.gov
706-312-7270

Licensing
licensing@columbiacountyga.gov
706-312-7171

Plan Submission Form

This is a form created to facilitate the submission of electronic plan information to the Plan Review Department. The workflow begins with a submitter (usually an engineering, architectural, or development company) and goes to the Plan Review Department, where the information is entered into the plan review workflow.

[Plan Submission Form](#)

This link will start a form that provides you with the ability to identify yourself, our company, and your project, as well as providing you with the ability to attach plan documents. Click “Submit” when you are done.



Submitter Information

Name *

First Last

Submitting Firm *

Phone *

Email *

Project Type / Comments *

For questions or concerns regarding the submission of this form, please contact Plan Review at [706.447.1376](tel:706.447.1376)

Attach Files (No more than 15)

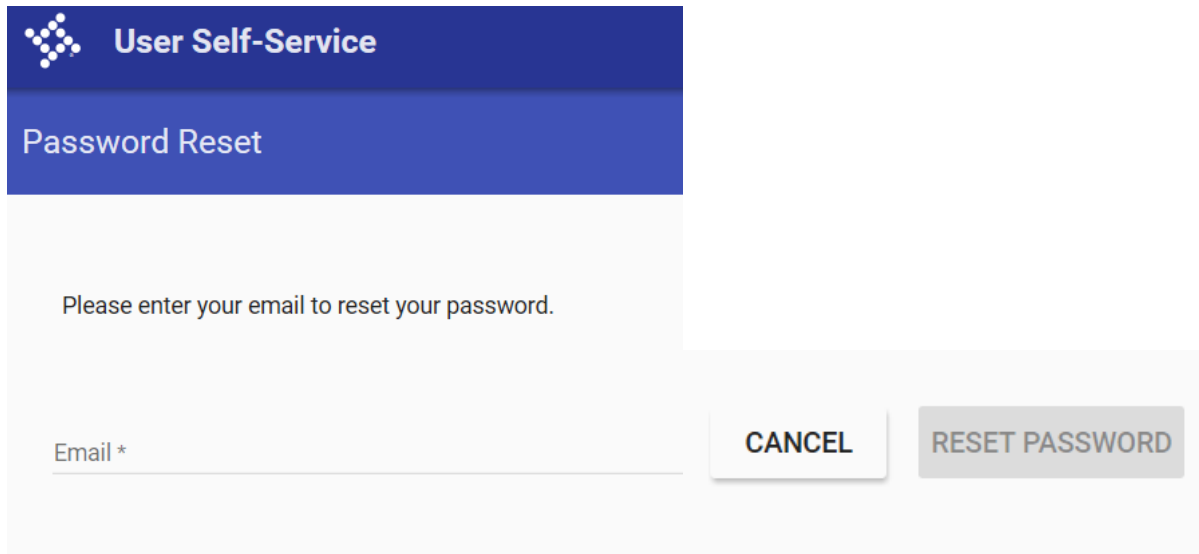
Upload or drag files here.

Submit

FORGOT PASSWORD

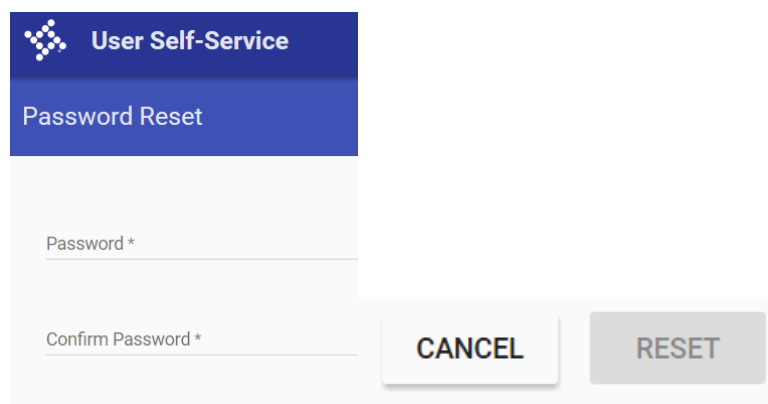
If you know you have an account or tried creating an account but your email is already in use, follow the steps below:

1. Click the Forgot password? link on the tyler identity menu webpage
2. Enter your email address and click RESET PASSWORD



The screenshot shows the 'User Self-Service' header with a logo. Below it is a 'Password Reset' section. The main content area says 'Please enter your email to reset your password.' There is an input field labeled 'Email *'. To the right of the input field are two buttons: 'CANCEL' and 'RESET PASSWORD'.

3. You will get an email from noreply@columbiacountyga.gov for a password reset. Read the email and click the link provided that will allow you to change your password. The link will take you to the following page



The screenshot shows the 'User Self-Service' header with a logo. Below it is a 'Password Reset' section. The main content area has two input fields: 'Password *' and 'Confirm Password *'. To the right of the input fields are two buttons: 'CANCEL' and 'RESET'.

4. Enter a new password and click RESET. Your password will need to be at least 8 characters long, contains at least 1 symbol, number and capital letter

5. Once your password is changed, you can attempt to login again at the tyler identity login menu.

Note: If your password does not meet the requirements stated in the REGISTER section, you will get a password reset error. Additionally, if you enter the same password you had previously, the password reset will not work. Make sure the password does not copy your previous one.

(Password must be between 8 and 30 characters in length, contain an uppercase letter, number and special character)